

WIRELESS SECURITY CAMERAS

Law Enforcement Guide

Common Features:

- Inexpensive
- Easy setup
- Expandable
- Cloud storage
- Two-way audio
- Night / Day viewable
- Removable storage media – *LOOK FOR MICROSD CARDS*
- Live viewing, recorded events, notifications, etc.
- Mobile App access and control – *LOOK FOR ASSOCIATED APPS ON MOBILE DEVICES*



TechnologyResourceGuide@gmail.com

Cameras are connected to the user's Wi-Fi network.

Data is typically NOT stored inside the device itself, but may be stored on removable media such as an SD or MicroSD card. Data may be stored on device manufacturer's cloud storage service. Content and device details are most commonly stored by the service provider for at least a week.

Live and historical content can usually be viewed on the user's associated mobile app.

Providers typically need the device serial number, registered user's name, e-mail, and telephone number, and the address where the device was registered. With these details the provider should be able to identify the target account and devices and act on a preservation request and emergency disclosure request. Consider obtaining signed consent from the registered device owner.

Ring Video Doorbell

<https://ring.com/>

Ring.com, Inc.

Privacy Policy

<https://shop.ring.com/pages/privacy>

ATTN: Legal Department

Ring.com

1523 26th Street

Santa Monica, CA 90404

legal@ring.com | subpoena@ring.com

Law Enforcement
Guidelines



IMPORTANT: Ring requires valid legal process in order to produce information on an account. A search warrant (*or verification of the account owner and their consent*) is required in order to produce videos. Ring only stores videos if the user subscribes to a storage plan, and Ring's storage plan generally retains videos for up to 60 days unless a user deletes a video sooner. Ideally, any legal process should include the MAC ID for the device, which is the best way to identify the correct account. The MAC ID is located on the back of the device or on the box. If you don't have access to the MAC ID, we may be able to search by a combination of name, address, telephone number and/or email address. A warrant should also include the date(s), time(s) and time zone of the requested video(s).

Wyze Cam

<https://www.wyzecam.com/>

Wyze Labs, Inc.

Privacy Policy

<https://www.wyzecam.com/privacy-policy/>

ATTN: Legal Department

Wyze Labs, Inc.

22522 29th Drive SE L101

Bothell, WA 98021

support@wyzecam.com

(844) 999-3226

Elana Fishman | Co-Founder

efishman@wyzecam.com (206) 714-0127

email legal request here

WYZE CAM

**Arlo**

www.arlo.com

NETGEAR INC. – Arlo Technologies, Inc. is now separate from NETGEAR

Privacy Policy

<https://www.arlo.com/en-us/about/privacy-policy/>

ATTN: Custodian of Records

Arlo Technologies, Inc.

2200 Faraday Avenue, Suite 150

Carlsbad, CA 92008

legal@arlo.com

(888) 638-4327

Brian Busse | General Counsel

bbusse@arlo.com

**Nest Cam**

<https://nest.com/cameras/nest-cam-indoor/overview/>

Nest.com - now owned by Google.com, Inc.



Privacy Policy

<https://nest.com/legal/privacy-statement-for-nest-products-and-services/>

ATTN: Custodian of Records

Nest Labs, Inc.

3400 Hillview Avenue

Palo Alto, CA 94304

uslawenforcement@google.com

(855) 469-6378



IMPORTANT: Law enforcement requests for Nest Cam should be submitted through the Google Law Enforcement Request System (LERS) at lers.google.com. LERS features a saved personal account for submissions, a status dashboard to track the progress of your legal request and, once we have completed processing your request, you will be able to download the production directly from your account. To create an account, visit lers.google.com. Legal process must be addressed to Nest Labs, Inc. Do not send duplicate copies by physical mail, as this may increase the time to process your request.

Amazon Cloud Cam



<https://cloudcam.amazon.com/>

<https://www.amazon.com/gp/help/customer/display.html/ref=aw?ie=UTF8&nodeId=202161200>

Amazon.com, Inc.

Privacy Policy

<https://www.amazon.com/gp/help/customer/display.html?nodeId=201909010>

Terms of Service Policy

<https://www.amazon.com/gp/help/customer/display.html?nodeId=202201080>



Please note that Amazon does not accept service of subpoenas, search warrants, or other legal process except through Amazon's national registered agent, Corporation Service Company ("CSC"). Legal process may be served by mailing process to CSC at the following address:

Amazon.com, Inc.
Attn: Legal Department – Subpoena
Corporation Service Company
300 Deschutes Way SW, Suite 304
Tumwater, WA 98501

Please note that absent exceptional circumstances Amazon.com does not accept subpoena service by fax or email

Law Enforcement Response Team

Amazon.com, Inc.
2021 7th Avenue
Seattle, WA 98121
(206) 266-5680 - LE Liaison
subpoena-criminal@amazon.com

Contact Amazon's law enforcement liaison for assistance with emergency disclosure requests and other LE requests for assistance

IMPORTANT: Pursuant to Amazon TOS and/or contracts signed for Amazon Web Services by its subscribers (*depending on type of customer, e.g., a web services account using IP access or web hosting from Amazon servers*), Amazon.com, Inc. can, may, and sometimes will disclose the existence of a subpoena or court order to the target account holder. A non-disclosure order is recommended to prevent disclosure in those instances.



TechnologyResourceGuide@gmail.com

REV 01-06-19CF